

**FOCUS SAMPLE REVIEW CHECKLIST**  
**COMPLAINTS/GRIEVANCES**

<b>Agency/Area Program:</b>	<b>Reviewer Name:</b>
<b>Focus sample individual name/#:</b>	<b>Review Date:</b>

BASED ON <b>OBSERVATIONS/INTERVIEWS</b> -- THE FOLLOWING IS PRESENT	YES/NO/NA – NOTES FROM <b>OBSERVATIONS/INTERVIEWS</b>
<b>COMPLAINTS AND GRIEVANCES (404 NAC 4-009)</b>	
The complaints/grievance process is <b>made available to:</b> <b>Individuals;</b> <b>Legal representatives;</b> <b>Staff; and</b> <b>Other representatives.</b>	
Individuals, legal representatives, staff, and other representatives are <b>able to file complaints elsewhere or access the legal system.</b>	
The agency's process is <b>convenient to the individual.</b>	
The agency <b>reviews the complaint and grievance process (including the right to go to court) with the individual and his/her legal representative.</b>	
The agency <b>prohibits retaliation against individual's services and supports due to advocating rights and initiating complaints.</b>	

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**COMPLAINTS/GRIEVANCES**

BASED ON <b>FILE REVIEW</b> -- THE FOLLOWING IS PRESENT	YES/NO/NA – NOTES FROM <b>FILE REVIEW</b>
The agency's process <b>includes time frames and procedures for review of complaints and grievances and the provision of a response.</b>	
The agency <b>reviews the complaint and grievance process (including the right to go to court) with the individual and his/her legal representative at entry to services and annually thereafter.</b>	
The agency <b>maintains documentation of the receipt of all complaints and grievances, the resolution, and the response to the complainant.</b>	